

FIRST SET OF INFORMATION REQUESTS OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY
TO ALL GAS LOCAL DISTRIBUTION COMPANIES

D.T.E. 04-116

Respondent: Amy Smith

Information Request DTE-GAS 1-3

- Q. Please discuss the advantages and disadvantages of standardizing the calculation and measurement of the service quality performance measures. In addition, discuss any problems that your company specifically would have if the Department were to standardize the calculation and measurement of the service quality performance measures.
- A. Please refer to the Company's response to DTE 1-4.